

King County Mobility Coalition

MEETING MINUTES

Tuesday, November 18, 2014, 9:30 to 11:30 AM

Seattle Municipal Tower

700 5th Ave, Seattle, WA 98104

In attendance:

Members/Alternates: Gaby Bell, Alaric Bien, Amy Biggs, Ella Campbell, Dorene Cornwell, Melony Joyce, Francois Larrivee, Ref Lindmark (co-chair), Jacqueline Mann, Scott Ninneman, Alex O'Reilly (co-chair), Julie Povick, Jenn Ramirez Robson, Eileen Rasnack, Jim Seeks, Gary Simonson, George Smith, Irene Stewart, Suni Tolton, David Waggoner, Cindy Zwart

Collaborators: Hamdi Abdulle, Bilan Aden, Mark Adreon, Brian Brooke, Doug Gellert, Jean Kim, Edith Savadove, Don Shouse, Jacqueline Sorgen, Ann Sutphin, Caitlin Wasley

Staff: Jon Morrison Winters

Welcome, Introductions & Brief Announcements

Alex O'Reilly, co-chair, opened the meeting and invited everyone to introduce themselves. Alex then thanked the City of Seattle and Aging and Disability Services for hosting the meeting.

New Introductions:

- Caitlin Wasley is a Match Grant Coordinator at World Relief.
- Hamdi Abdulle is the Executive Director of Somali Youth & Family Club.
- Bilan Aden is also with Somali Youth & Family Club
- Brian Brooke is the Research, Policy, and Business Development Manager at Sound Transit.
- Doug Gellert is the new Veterans Outreach and Marketing Coordinator at Hopelink.
- Jean Kim is a new intern at Puget Sound Regional Council (PSRC).
- Jacqueline Sorgen is with Northwest (Seattle) District Council
- Ann Sutphin is the Travel Options Lead at SDOT.

Announcements:

- Gary Simonson provided an update on PSRC's process of allocating Special Needs Transportation Funds. PSRC's Special Needs Transportation Committee met and recommended a program of projects and a contingency list for funding. The amounts of funding allocated and the procedure for allocating funds to contingency list projects will not be final until WSDOT has allocated their funding (PSRC and WSDOT participate in a coordinated grant process). Additional information will be presented at the next KCMC meeting in February.

Consent Calendar

August 19, 2014 Meeting Minutes: The Coalition approved the meeting minutes as drafted.

New Members and Alternates: The Coalition confirmed the appointment of the following members and alternates:

- Ryan Warner of Washington State Department of Transportation, as WSDOT Representative (this was a new seat created when the updated KCMC charter was approved at the May, 2014 meeting).
- Caitlin Wasley of World Relief as the Immigrant/Refugee Services Representative (this was a new seat created when the updated KCMC charter was approved at the May, 2014 meeting).
- Hamdi Abdulle of Somali Youth & Family Club as Youth/Children Advocate Services alternate.

PSRC SNTC Representative: Ref Lindmark, Coalition Co-chair, explained that, as part of the Coalition's relationship with the PSRC's Special Needs Transportation Committee, the Coalition is able to appoint a member and alternate to the SNTC to represent a King County Transportation Provider or Advocate. The alternate seat is current vacant. The Coalition confirmed the appointment of Jim Seeks of Northshore Senior Center as the SNTC alternate. Jim will serve as the alternate for Cindy Zwart. This is in addition to the Coalition Co-chairs, who also serve on the committee.

Briefing: Veterans Transportation Service

Alex noted a change in the agenda. As George Coffee, the Mobility Manager for the Puget Sound VA, was unable to join us today, we will instead have a briefing from Doug Gellert of Hopelink on his work with Veterans Outreach and Marketing of Vets-Go.

Doug provided a personal background and spoke to the Coalition about Vets-Go, a new one-click transportation website and mobile-optimized travel tools for Veterans and other users available at <http://vets-go.com>. Doug provided a handout of slides for his presentation. He described the purpose and function of the website and, in particular, his work implementing the outreach/marketing plan for the site.

Coalition members offered comments and helpful suggestions for the site, including ways to spread the word about the availability of this new resource. David Waggoner emphasized the importance of working with VSOs and offered to share the website URL with the Regional Veterans Advisory Board.

Ryan Warner asked about trips outside King County. Doug clarified that, while Vets-Go is currently a King County resource, there are providers who go outside the county. Their service areas outside the county are shown on their provider pages.

Coalition members asked Doug to send out marketing materials so that they could help spread the word. Doug and Jon Morrison Winters promised to distribute marketing collateral once it is produced.

Mark Adreon and Amy Biggs spoke to the "digital divide" and the importance of reaching out to those who don't use computers. Doug mentioned the potential for outreach through print newsletters and the importance of working with existing networks. To a comment regarding

“train the trainer” materials, Doug mentioned the possibility of a webinar and a digital download kit.

Irene Stewart offered to help publicize Vets-Go through ADS social medial channels, including the Program to Encourage Active, Rewarding Lives (PEARLS), which includes services targeted to veterans.

Finally, Doug addressed the transportation services that are offered directly by the VA, including the Volunteer Transportation Network, a volunteer driver program primarily operated by DAV, as well as the Beneficiary Travel Program. The newest program that the VA is rolling out is the Veteran Transportation Service (VTS). Through VTS, the VA uses paid drivers, rather than volunteers, and has purchased vehicles that are fully accessible. Doug’s understanding is that the Puget Sound VA currently has 2 vehicles and a budget of \$200,000 for two years.

Status Updates: Low Income Fare Implementation

Ref provided an update on King County Metro’s implementation of the low income fare program. The King County Council passed a fare ordinance last year that included an across the board fare increase of 25 cents to be implemented in March, 2015 (Access fares are increasing by 50 cents). Along with the fare increase, March will see the introduction of a low income fare of \$1.50 per trip. Ref reminded the Coalition of the following details:

- The Low Income Fare will be implemented as an ORCA-only fare. Individuals paying cash on-board will be required to pay the full adult fare (RRFP cardholders can continue to show their pass to drivers to be eligible for a reduced cash fare).
- Low Income ORCA cards will look like any other typical blue ORCA card, with the exception of an expiration date which will be printed on the back of the card. Cards will expire after two years from the date of issuance.
- Card will be registered to individuals.
- Since it is being implemented through ORCA, this eliminates the need for a paper transfer.

Gaby Bell asked whether there will be a cost associated with the card itself. Ref explained that the first card will be free. Replacement cards for cards that are lost or stolen will be \$5.

Mark asked whether the Low Income Fare will be implemented on other transit systems. Ref responded that, currently, the Low Income Fare is Metro only. Kitsap Transit also has a Low Income Fare. Through the ORCA system, Kitsap Transit Low Income Fare program participants will automatically be eligible for Metro’s Low Income Fare and vice versa. *[Update: Sound Transit has decided to implement a fare change in March, 2015 that includes a low income fare of \$1.50 for Link Light Rail only. Sound Transit is not currently implementing a low income fare for their Express Bus or Sounder services].*

Ref then spoke about card distribution and eligibility verification. Metro is working closely with Public Health Seattle & King County and King County Department of Community and Human Services to leverage their expertise having conducted outreach and verification for other means-tested/income qualified benefit programs – expertise that Metro does not share. Public Health is Metro’s lead partner and will be managing outreach and card distribution efforts, as well as

staffing an office adjacent to Metro's Customer Service office at the King Street Center. Public Health has already begun a "soft launch" of the program as they do outreach associated with the Affordable Care Act Open Enrollment period, which began on November 15.

Metro will also be working with six to ten non-profit agencies who responded to Metro's RFP to partner on card distribution and eligibility screenings. These partnerships are expected to be put in place in January, at which point Metro can begin publicizing locations where cards and eligibility services are available. Metro will be mailing cards initially, and Metro's partners will begin handing cards directly to clients in February for use from March 1.

Ref noted that Metro is still working to ensure adequate outreach, geographic coverage and, in some cases, training on the use of the ORCA card.

Melony Joyce asked about the respective roles in terms of outreach and marketing. Ref replied that Metro will develop marketing materials and work with agencies to distribute them.

Alaric Bien asked about documents accepted for income verification. In consultation with partners, Metro has developed a list of documents that will be accepted to verify identity and income.

Ref introduced Brian Brooke of Sound Transit, who spoke about Sound Transit's implementation of the low income fare. Brian acknowledged the work of Metro, and spoke to the efforts of Metro and Sound Transit to coordinate services. Brian mentioned that the current proposal that was recommended by Sound Transit's Operations and Administration committee was to adopt a fare change for Link Light Rail only that would include the implementation of a low income fare for that service. Other services, including Express Bus service and Sound Commuter Rail service, would not be affected.

Sound Transit is not currently planning to do additional outreach, card distribution, or eligibility verifications and will rely on Metro's program for these functions.

Gary Simonson asked about the administrative burden of eligibility. Melony clarified that Metro's role will be to provide funding to partner agencies, who will take on the task of eligibility screenings.

Irene suggested that the transit agencies could partner with other means-tested programs such as Seattle's Utility Discount Program, for income verification.

Alex asked when non-profit agencies should expect to know about the results of the RFP process. Ref said that the budget was approved and we are waiting for final approval from procurement.

The Coalition thanked Ref and Brian for sharing updates on the Low Income Fare Program.

Coalition Business

The first item under Coalition Business was a description of the co-chair election process, which was provided by Ref and Jon. Alex O'Reilly's term as co-chair ends at the end of the calendar year. Alex may be re-elected as co-chair for an additional two-year term, or a new co-chair may be nominated. A nominating committee will meet in December or early January and provide a

recommendation to the Coalition regarding the filling of the co-chair vacancy. Coalition members will then be asked to vote via Survey Monkey. Jon asked for additional volunteers for the nominating committee. He will follow up with committee members in December. Ref noted that Alex has agreed to serve as co-chair for an additional term if there are no other volunteers.

The second item under Coalition Business regards the Coalitions 5-Year Action Work Plan. Alex and Jon explained that the current Work Plan is out of date and in need of a major update. The work plan is designed to implement projects to meet the goals of the Coalition as stated in the Coalition's charter, to address needs and gaps identified in the Coalition's Special Needs Transportation Assessment, and to guide the work of Coalition committees, including the Outreach Committee, Livable Communities Committee, and any additional committees to be formed. Additional guidance on work plan updates will be sent out via email and discussed at the February meeting of the Coalition, with the goal of having a new work plan in place by the May, 2015 meeting to serve for the 2015-2020 period.

George Smith asked that the Coalition work plan be coordinated with the work of the subregional coalitions in North, South, and East King County. Alex spoke about the joint meeting of the three subregional coalitions which took place recently.

Suni Tolton suggested that the Coalition's work plan would need to address reductions in service levels and new gaps created by funding cuts. There was a general discussion about funding challenges. Coalition members reported back on PSRC's Special Needs Transportation funding process, including the underfunding of operating projects. A debrief on the Special Needs Transportation funding process will be included on the February or May Coalition Meeting agenda. Jacque Mann said that this could be an opportunity to do some advocacy to the FTA regarding the issue of how capital and operating dollars are allocated.

Ryan Warner noted that WSDOT is still looking for evaluators for the state grant scoring process. Jon will send an invitation to participate to the Coalition distribution list.

Quick Briefings

Updates were provided by several Coalition members, including the following:

- Irene reported back on the Seattle Design Festival event co-sponsored by the Coalition and the Northwest Universal Design Council. The event featured several informative presentations, and was attended by at least 40 individuals, including 26 who were not current Coalition partners or presenters.
- George Smith reported on the North King County Mobility Coalition
- Amy Biggs reported on the Eastside Easy Rider Collaborative
- Jacque reported on the South King County Mobility Coalition
- Jon and other committee members reported on the work of the Outreach Committee, including the partnership with SeaMar to implement a local travel tool at the SeaMar Kent Clinic. Jon reported that, while this project has faced some delays, implementation is expected to begin very soon.
- Francois Larrivee spoke about the Access to Healthcare project, which is a partnership of Hopelink and Seattle Children's Hospital that was originally conceived and planned by the Coalition's Livable Communities Committee.

- Gaby Bell reported back on an event sponsored by PSRC that focused in including public health metrics in transportation planning.
- Jon provided a quick update about his work as mobility manager over the last quarter, and noted that the grant to fund the Coalition for the 2015-2017 biennium was recommended for full funding by PSRC's Special Needs Transportation Committee [*Update: the SNTC's recommendation was affirmed by PSRC's Transportation Operators Committee, for which the SNTC is a subcommittee*].

Recognition

Alex presented George Smith with a Certificate of Appreciation in recognition of his years of service to the Coalition. George is retiring from his position at the City of Shoreline at the end of the year and will be resigning from the Coalition.

Next Steps

Jon will contact the nominating committee in December.

The Winter Coalition Meeting will be **February 17, 2015, 9:30 – 11:30 AM** at ***King County Housing Authority, Conference Room 109, 600 Andover Park W, Tukwila, WA.***

Agendas, minutes and handouts from past Coalition meetings are available online at:
<http://metro.kingcounty.gov/tops/kccsnt/agendas-minutes.html>